

## Quick Start – RockWorks20, Single License

### Installing RockWorks20

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You must have **Administrator** privileges to **install and license** RockWorks20. The program installs as a “Trial” version which can be unlocked to turn off the trial’s day/use limit. RockWorks20 is a 64-bit application, requiring a 64-bit version of Windows.

You can skip to step 7 if you have already installed the RockWorks demo.

1. Visit [www.rockware.com](http://www.rockware.com) and click on the **Downloads | Demos** menu item, along the top of the page.
2. Scroll down to the **RockWorks** item and click the **Download** link.
3. On the next screen, fill in your **name** and **email**, click the **captcha** box, and click **Continue**.
4. Click the **Download** link next to the RockWorks20 icon.
5. **Save** the installation program to your computer.
6. When the download is complete, double-click on the installation file to **run** the installation. Follow the recommended installation settings.
7. When installation is complete, **start** the program. You'll see a window with the days/uses that remain in your fully-functional Trial period.
8. If you want to use the program in Trial mode, click the **Continue to RockWorks** button.  
If you want to set up the licensing at this time, click the **Set Up Licensing** button.  
(You can also access the licensing window using the License button at the top of the main RockWorks program window.)

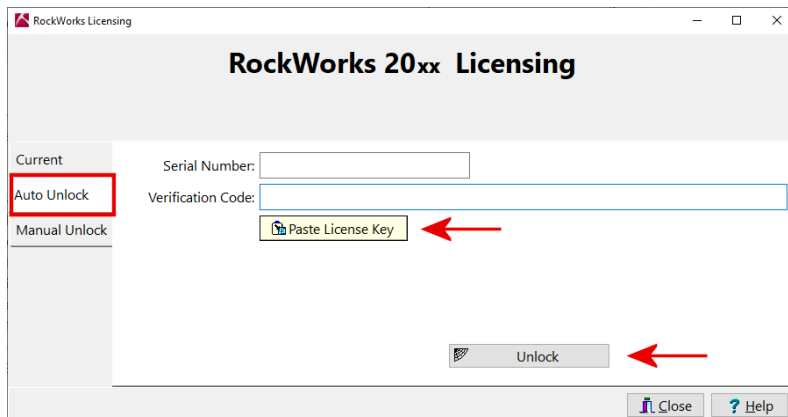
Visit our website ([www.rockware.com](http://www.rockware.com)), Support | RockWorks | Set Up Licensing for videos which illustrate the following steps.

### Licensing RockWorks20 - Automatic

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(Requires an internet connection.)

1. Locate the **email** you received from RockWare after purchase. It will list your license details.  
Copy the entire **License Key** listed in that email. It will look something like this:  
RW20CST30021/D3382AD645EF4E415106FA409AF5758F3CEF2159EB7143AB49602CC3FCE501E4  
The first part is your serial number, followed by a forward slash (“/”), followed by a long verification code specific to your license.
2. Back at the **RockWorks Licensing window**:
  - a. On the left side of the window, click the **Auto Unlock** tab.



- b. Click the **Paste License Key** button. RockWorks will put the serial number in the upper prompt and the verification code in the lower.
- c. Click the **Unlock** button which will appear below.  
RockWorks will contact our website, locate your license and, if eligible to be unlocked, activate the license. ***This might take a few moments.***  
The license status will be displayed on the **Current** tab in the Licensing window.
- d. Click **Close** to close the Licensing window.

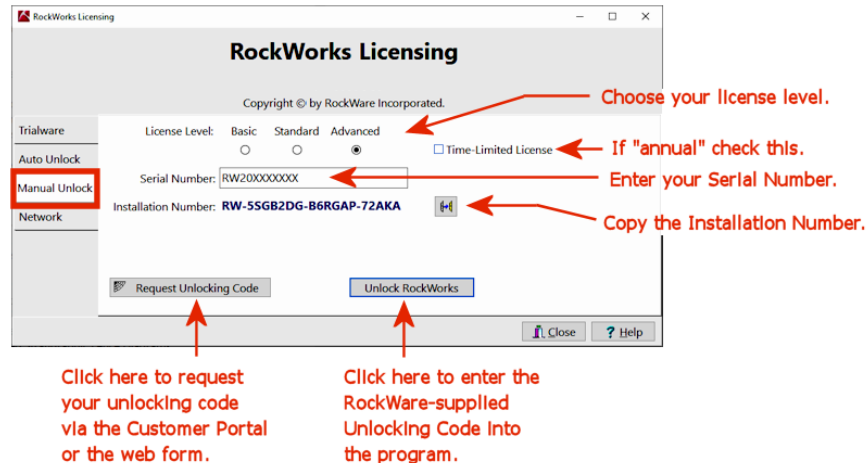
You will be returned to the main RockWorks program window. Your license status will be shown in the lower-right corner.

## Licensing RockWorks20 - Manual

1. Locate the email you received from RockWare after purchase. It will list your license details.
2. Copy the **Serial Number** for your license. It should look something like this: RW20CST2XXXX though your letters and numbers may be different.

Make note, also, of the feature level of your license: **Basic**, **Standard**, or **Advanced**.

3. Back at the **RockWorks Licensing window**:
  - a. On the left side of the window, click the **Manual Unlock** tab.



- b. **License Level**: At the top of the window, click in the radio button for the feature level you purchased. Select **Basic**, **Standard**, or **Advanced**.
  - c. **Serial Number**: Enter the Serial Number for your license into this prompt, as copied from step 2, above.
  - d. **Installation Number**: The program generated this number. We will use this to calculate your unique unlocking code. Click the small **Copy** button to the right of this long set of numbers and letters. (For Basic licenses the Installation Number will start with "RU-". For Standard, it will start with "RM-". For Advanced, "RW-".)
  - e. **Request Unlocking Code**: Click this button; you'll be delivered to RockWare's web registration page.
4. You can request your unlocking code using one of these methods:

**Customer Portal**: Click this link at the top of the registration page to request a real-time unlocking code via the RockWare Customer Portal. First time visitors will need to create an account with their **email** and **Serial Number**. Existing Portal users can log in with their username and password. Once logged in, locate the license you want to unlock, click the **Unlock** button, and supply the requested information. Refer to the **HELP** video on the Portal screen for information.

**Registration Form**: Otherwise, use this form to request your unlocking code via email. Supply your **Serial Number**, the **Installation Number** and your **contact information**. We'll reply within one business day via email with the unlocking code. (If there's a time lag until you receive the unlocking code, you can use the program fully-functionally in trial mode.)

5. **Unlock the program**: When you receive your unlocking code from RockWare, via the Portal or email: Start RockWorks and click **Set Up Licensing** to return to the licensing window. Click the **Manual Unlock** tab. Click the **Unlock RockWorks** button. Paste the **Unlocking Code** into the prompt, and click **OK**. If the license activation was successful you will see the status on the Current tab in the Licensing window.
6. Click the **Close** button to close the Licensing window.

The RockWorks program window will be displayed, with the licensing status displayed in the lower-right corner.

## Getting Help

- Refer to the **Videos** tab in the main program window to access instructional videos.
- Run through the **Tutorial** lessons via the Help | Tutorials topics – click on the ? Help button at the top-right corner of the program window.
- Refer to the **Instructions** tab which is displayed in each of the program's options window.
- Select the ? Help | Contents menu option to access the **Help messages** for RockWorks.
- Join the online **support forum** where users post questions and answers, accessible via ? Help | Support | User Group Forum.
- Contact our **technical support staff** at 303-278-3534, or email us at tech@rockware.com.